Networking problem of MTNL

†364. SHRI ABU ASIM AZMI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that MTNL has failed to solve the network related problems of its mobile phone customers in Delhi; if so, the reasons therefor;

(b) whether it is also a fact that Garuda, Dolphin and Trump mobile customers of MTNL have to face network related problems every day where as mobile customers of other companies are free from any such problem;

(c) if so, whether Government propose to take action against engineers/ officers responsible for recurring faults in the network; and

(d) by when the network of MTNL is likely to be improved?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) No, Sir. MTNL's mobile service under the brand name of Garuda, Dolphin and Trump are comparable with any other mobile operator in both Delhi and Mumbai. The new capacity of GSM mobile of 400K each in Delhi/Mumbai has been nearly exhausted in a span of 8 months which indicates that mobile services of MTNL are popular. The mobile network meets almost all the Quality of Service (QoS) parameters as prescribed by TRAI.

(c) Does not arise in view of above.

(d) Network improvement is a continuous process. Steps taken by MTNL are as follows:

* GSM Network of Delhi and Mumbai are expected to improve further with the addition of nearly 111 new BTS in Delhi and 100 numbers of new BTS in Mumbai during the current year.
* Further 15 numbers of indoor solutions (Repeaters) have been installed each in Delhi and Mumbai to improve coverage. Another 50 numbers are proposed to be deployed to improve coverage in congested areas, commercial centres etc.

---

†Original notice of the question was received in Hindi.

* Networks are being optimized at both the places from time to time.
* A new WLL Network of 400K lines each of 2000 IX type is under advance stage of installation in Delhi and Mumbai with latest features and likely to be commissioned by September, 2005. Accordingly, Garuda Mobile Services are expected to further improve in these two cities of MTNL.

Leakage of information by BPO

†365. SHRI ABU ASIM AZMI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Indian call centres are selling financial information of many persons having accounts in the banks of Britain;

(b) if so, the details thereof and the action taken by Government with regard to such call centres;

(c) whether Government have also confirmed that such information is being sent to other countries of the world; and

(d) if so, the steps being taken by Government to check such activities?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The Indian web-marketing firms or the BPO in IT sector is a de-licensed activity. The BPO operations are governed by a legal contract between the parties. Government does not directly regulate such activities.

A report had appeared on June 23, 2005 in The Sun (UK), resulting from an investigation by their reporter, about the alleged sale of customer data by an employee of a call centre near Delhi. In April 2005 it was alleged that three former employees of a Pune based company did some illegal transaction of funds of customers. It was found that in this case, the accused have committed fraud in their individual capacity and the BPO organisation is not involved. This will not have an adverse impact on software business of the country.

---

†Original notice of the question was received in Hindi.